

OPEN MEETING AGENDA ITEM

Stacey Champion – Intervenor

sc@champion-pr.com

602-788-0033

November 20, 2019

Docket Control Arizona Corporation Commission 1200 W. Washington Street Phoenix, AZ 85007

RE: Arizona Public Service Company (APS or Company) Rate Review and Examination of Books and Records of APS Docket no. E-01345A-19-0003 – Champion's Response to APS November 19, 2019 Letter Regarding Rate Comparison Tool

Dear Commissioners,

I'm hoping you can all chip in to buy me a pair of waders, along with a snorkel and mask this holiday season for the never-ending trek through the dank and muddy waters that is the APS shell game. If this were the Pinocchio story come to life, we'd have a nose bridge all the way to Hawaii by now!

In all seriousness (because this absolutely **is** very **serious**, and hundreds of thousands of captive ratepayers are being swindled) APS's claim that they only last Thursday, "became aware that the online APS rate compare tool was relying on incorrect information..." is pure bull crap.

As you're all aware, I've stated at hearings numerous times I'm uncomfortable with a demand charge plan because I feel my "savings" would be quickly negated by screwing up a one hour period in one or more given months, because I know my own family. I also have been paying close attention to the many iterations of the APS Rate Comparison Tool over all of this time, and don't have much faith given my experience throughout this ordeal, to receive factual information from APS, or ACC staff for that matter. I have also stated numerous times I believe this rate design was flawed straight out of the gate, and I stand by that belief now more than ever.

But... when I received a letter from APS yet again (per instructions given by THIS Commission) saying that I would absolutely save money on a different plan, I decided to call in on **September 12, 2019**, as any regular customer would, and give them the benefit of the doubt. My first call started with having an APS customer service rep tell me that the demand charge was a flat, monthly charge of \$17.40/mo. You may remember this, as Ryan Randazzo with the Arizona

Republic did a story on it -

<https://www.azcentral.com/story/money/business/energy/2019/09/30/aps-customer-service-wrong-information-demand-rates-plan/3780497002/> this story ran on **September 30th**.

After being hung up on by the first APS customer service rep, I called back. This time I got through to a far more experienced rep. As my questions became more complex, I was placed on hold for a period of time, and when the customer service rep came back on the line, she informed me she could no longer speak with me "because I had an open complaint with the Arizona Corporation Commission." When I told her this was not true, as both my Complaint and this Rate Review debacle were done, she said she still couldn't speak with me and I was transferred to a "higher up." I filed a complaint about this treatment with the ACC by the way, because I should be able to call the company like any other customer without retaliation.

I began a thread of emails, first with Traci L. Dean from APS and then Elizabeth McFall from APS on **September 13, 2019** (All of these emails are attached). I quickly looped in Abhay Padgaonkar, who served as the expert in my Complaint, because things I was being told by Ms. McFall did not add up to what I could see with regard to my ACTUAL usage, nor did they make sense to me.

In fact, on September 28, 2019, after receiving information that did not add up, I said directly to Ms. McFall in an email:

"I would like to ask you the following:

- 1) Am I misinterpreting or missing anything?
- 2) Did anyone compare the usage you sent against the actual monthly bills? If so, what did they find?
- 3) **If, in fact, there is a wide discrepancy in usage in the rate comparison vs. actual monthly bills, why should I (or anyone else) believe the results of the rate comparison?"**

So just like APS has thrown Overland Consulting under the bus for their \$250k "rate review" which **proved** 1) APS is over-earning, 2) customers don't trust or like them, and 3) the manner in which the "4.5% rate hike" was spun out to the public was garbage, APS is now going to throw their third-party vendor, GridX, under the bus too. This is seriously asinine.

And your staff (and therefore you as Commissioners who are supposed to oversee and direct your staff, or one would think...) aren't off the hook for this either.

On May 3, 2019, Nick Nocita of Overland Consulting, sent an email to ACC staff Candrea Allen which states:

"I inquired in the last conference call with APS whether they had any data to show the financial impact (e.g., excess earnings) of customers on sub-optimal rates in 2018 post-conversion, and they said they did not. Therefore we did not submit a specific data request for this."

In the third week of May, just prior to the May 22, 2019 Open Meeting regarding my (Champion) Complaint, your staff (Ranelle S. Paladino) sent an email to Overland Consulting which states:

"Howard, we are currently working through a complaint against APS regarding the most recent rate case (18-0002). The item will be on the Open Meeting agenda for Tuesday, May 21st. As we are looking at the amendments that had been filed to the proposed order (I copied the links below for you), we were wondering the actual # of customers that ended up in the "most like" bucket. Specifically, we were hoping you had answers from APS through DRS in the rate review docket to the following questions:

- How many residential customers (#) did not choose their own new rate schedules by May 1, 2018, and instead, were migrated to their "most-like" new rate schedules by APS?*
- Among those customers, how many of them had been migrated to the "most economical" rate schedules according to APS's recommendation (meaning the "most economical" was also the "most-like")?*
- Among those customers whose "most-like" new rate schedule is not their "most economical" rate schedule, how many of them whose "most economical" rate schedule would be time-of-use rate schedules; and how many of them whose "most economical" rate schedule would be demand rate schedules?*

Do you have this information from the questions that you asked APS? If so, can you briefly summarize what you believe are the answers to these questions so we can have them for the Tuesday Open Meeting?"

Nick Nocita from Overland Consulting responds to Ranelle on May 20, 2019 and states:

"Good afternoon, Ranelle. We did not receive detailed information regarding the transition of customers to "most-like" and "most economical" plans, except for the high-level data provided in response to Staff DR 9.1 (attached). We've included this information in our report."

When ACC staff got involved in the Champion Complaint on June 29, 2018, 6+ months into the Complaint, we all expressed our concerns and frustration that staff was a signing party to the settlement agreement, and was therefore legally bound to defend the agreement. And there is no doubt in my mind, based on the evidence I've seen, that they've done exactly that all along.

The numerous data and public records requests I've received from both this Commission as well as RUCO over the past nearly two years validate the ultra-cozy relationship shared by everyone tied to both regulating utilities and "protecting" ratepayers – Commissioners (both past and present) ACC staff, upper echelon APS executives including their lawyers and lobbyists, as well as RUCO and some of the consumer organizations (many who receive funding from APS).

What work did staff perform for due diligence on their own prior to, and during the Champion Complaint in September 2018, if they were emailing your \$250k consultant in May of 2019 asking questions which should have been answered long before then? The only thing ACC Staff has done is side with APS and defend this flawed, confusing and atrocious rate design. Why did your staff not respond to many of the data requests we submitted during my Complaint, or the data requests I submitted as an Intervenor in the rate review? Why wasn't this Commission made aware (or were you) of the massive amount of complaints that have everything to do with all of the issues customers are STILL experiencing? Did, or do you Commissioners know what that really looks like? Does worthless RUCO know? Has any of this come out in the "stakeholder" meetings? No. The bulk of factual information has come from two unpaid and frustrated truth seekers (myself and Abhay Padgaonkar, who served as the expert in my Complaint) and a handful of Arizona journalists who are paying attention. That's appalling.

Let me fill you in. In 2018 alone, the first full year the unjust and unjustified rate hike was in effect, your ACC staff received 1,669 complaints, inquiries and opinions about APS. 2017 saw similar numbers as well. You should ask your staff how many complaints, inquiries and opinions there were for all of the other utilities combined, because I wouldn't want to ruin the surprise (shhh – it's very, very low). These complaints cover the gamut of outrage over much higher bills, to frustration and confusion over new plans, to elderly and disabled people (including those with recorded life-saving medical devices) as well as those with infants and young children being shut off in triple digit temperatures, high deposit demands in summer months for those only late on their bills, lack of willingness to work with customers, and a myriad of other dastardly deeds being recorded by your staff. This also doesn't cover the thousands of complaints that live online in various forums as well.

Are you aware, that on January 10, 2019, your staff person, Connie Walczak, (who was also in back room meetings with RUCO, APS lobbyists, etc. after I had started my complaint petition in December 2017 and through at least the end of January, 2018) stated in an email:

"Hi Brit, I was able to meet and discuss the above project with my Staff today. We discussed what sections of the A/R (annual report) we felt were necessary or unnecessary. We found the one you and I discussed earlier this week, Utility Shutoffs/Disconnects was the one page that we would not utilize."*

Whaaaat?!?! Connie has to be very knowledgeable given her position, about the large number of complaints coming in, especially those related to people struggling to pay, shutoffs, etc. Yet it's recommended to pull one page of actually useful information out, which caused another ruckus after it was discovered? Remember this story?

<https://www.12news.com/article/news/az-corporation-commission-reverses-course-on-shut-off-data/75-def79ed2-db4b-4361-b584-2be50d2d6fd9>

Are you aware, that on February 26, 2019, months before my Complaint was decided, your staff person, Connie Walczak, sent an internal email to staff that stated:

*"FYI Any opinions or calls regarding APS rates (high rates and new service plans) should be docketed in the January 9th E-01345A-19-0003 Rate Review Case and not the Stacey Champion 18-0002 or the closed rate case 16-0036. NOTE: The docket position (for/against/neutral) should be **FOR** which means the customer is agreeing to the opening of an APS rate review. Even though their comments might be negative."*

Are you aware, that on April 11, 2019 (just 4 days before the Annual Report was due), Elizabeth Lawrence with APS emailed ACC staff person Renee De La Fuente, asking for a 30 day extension to submit the annual report, and on April 12, 2019 that extension was granted. A meeting was then set up for May 3, 2019 for APS and TEP to meet with ACC Staff to "discuss the new format for ACC's Annual Report." Were other utilities given this opportunity?

Are you aware, that on April 15, 2019, Howard Lubow of Overland Consulting, sent an email to Kerri Carnes at APS and cc'd ACC Staff member Candrea Allen which said:

*"Hi Kerri, Bob Welchin and I met with ACC Staff to discuss the project and procedural schedule. I mentioned our plan for APS to review our draft report for factual accuracy and confidentiality identification. It is Staff's view that APS should not review the document before filing with the Commission, and that it file comments to the report about any concerns it may have. It is my understanding that Commission Staff will address confidentiality designations with APS after Overland files its confidential version. That is, **I believe it is Staff's intent that the public version will be coordinated directly between Staff and APS.**"*

ACC staff Candrea Allen, then forwarded Lubow's email to ACC staff Ranelle Paladino and said:

"FYI – Not sure how to respond."

ACC staff Ranelle Paladino sent a response to Candrea Allen which said:

*"I would not respond unless specifically asked a question. **I bet Amanda will call Eli about this.**"*

Speaking of your Utility Director Elijah Abinah, having received thousands of pages of records requests at this point, I find it very interesting Mr. Abinah does not appear to put much, if anything in writing, nor have I ever been provided with any text messages though I've specifically asked for them to be included. I will also go out on a limb to guess the "Amanda" who Ranelle was referring to is none other than former Commissioner Bob Stump right hand, and now APS lobbyist, Amanda Ho. It seems odd to me personally, that any person in this high-level position would have virtually no written correspondence on a day-to-day basis, and also adds to the shroud of secrecy and lack of transparency which permeates this government body.

And coming back full circle to ACC staff and RUCO (who we captive ratepayers fund to supposedly protect our best interests), let's visit an email from the December 2017/January 2018 back room meetings I referenced early on in this document where Jordy Fuentes states on December 19, 2017:

"Hello all, Specifically to Cynthia, Diane, and Sandra I am still trying to track down a specific customer's bill that shows a significant increase with reduced consumption. I tried to find contact information for Mr. Cumminskey, identified in Ryan's latest article as having this problem, but I have been unable to find it. This is the third time we have asked for specific examples, any help would be greatly appreciated. Now to everyone, I think a serious discussion needs to be had, even if a hand full of these examples are produced. A small number of examples would not constitute a wide spread problem. Especially one that would require Commissioners to step in and fix the issue. I would hope that all the members of this group are being very careful about the messaging that we are disseminating and sticking to the facts as they are. Over the weekend I saw a tweet from SWEEP talking specifically about this high bill situation. I know they were not in the meeting but they are close associates of many of ours. With the lack of concrete examples, this is starting to feel like some may be seizing an opportunity to ratchet up political pressure. Politicizing what may turn out to be a non-issue is both reckless and unfair to all of us. One of the key messages that was delivered by many of you in our last meeting, is this concept of working together as partners. The partner relationship works in two directions. We all have an obligation to our customers to represent them as best as we can. This means working closely and in good faith with our partners. In this spirit, I would like to keep this group focused on the task of solving real issues that effect the customers we all represent. If any of you see it differently, I would welcome a response back. Greg, are you able to provide the group any feedback on internal discussions you may be having regarding take aways from our first meeting? Cynthia, have you started to use the form to gain access to customer's information, so you can be more involved on customer issues when they arise?"

My takeaway from everything that has happened, along with all facts stated above, my Complaint proceedings, the (sham) \$250k rate review, etc., lead me to the conclusion that there are so many things wrong with everything that has transpired since this awful rate hike was rubberstamped by this Commission, that you should immediately reconsider utilizing A.R.S.

40-252 to rescind the last residential flawed rate design and hike, while moving forward with the new rate case that will surely take 12+ months to be properly vetted and analyzed to give captive ratepayers some much-needed relief.

All documents highlighted above are attached.

If we as captive ratepayers are supposed to rely on yet another APS “customer education campaign,” after so much has been bungled and everyone has been caught with their pants around their ankles more times than I can count at this point, I believe we can all just assume moving forward that APS/Pinnacle West does indeed control/own this Commission as well as the Governor, RUCO, and many others.

It’s exhausting to be constantly connecting the dots when this isn’t my job, and I will remind you all again, that you were elected to protect our best interests. **Please do your job!** Enough is enough.

Attachments

- APS/Champion email thread – 12 pages
- Records request documents – 11 pages

From: Nick Nocita
To: Candrea Allen
Cc: Howard Lubow; Robert Welchlin; Gregory Oetting
Subject: FW: APS DR
Date: Friday, May 03, 2019 3:17:26 PM
Attachments: Rate Migration Report.pdf

Candrea,

I reviewed your discovery questions and offer the following thoughts.

We have information regarding the customer transition to new rates in the rate design section of the report, including an analysis of residential customers on each rate plan at December 31, 2018 compared to the Company's projections from the 2015 rate case. Because customer migration occurred throughout the year, I believe this a better measure than using the May 1, 2018 date. I've attached the rate migration report they provided to us.

I inquired in the last conference call with APS whether they had any data to show the financial impact (e.g., excess earnings) of customers on sub-optimal rates in 2018 post-conversion, and they said they did not. Therefore, we did not submit a specific data request for this.

To summarize, we are addressing the first proposed discovery question through our analysis, while the second question could be asked if Staff would prefer to have the Company's provide a formal response regarding the availability of the information.

Thanks,

Nick Nocita

Overland Consulting

11551 Ash Street, Suite 215

Leawood, KS 66211

Phone: 913-599-3323 ext. 209

Cell: 913-948-3501

Fax: 913-495-9909

From: Howard Lubow

Sent: Friday, May 03, 2019 3:05 PM

To: Nick Nocita <nnocita@overlandconsulting.com>; Gregory Oetting
<goetting@overlandconsulting.com>

Subject: FW: APS DR

Look at this

Howard Lubow
Overland Consulting

Howard,

We are currently working through a complaint against APS regarding the most recent rate case (18-0002). The item will be on the Open Meeting agenda for Tuesday, May 21st. As we were looking at the amendments that had been filed to the proposed order (I copied the links below for you), we were wondering the actual # of customers that ended up in the "most like" bucket. Specifically, we were hoping you had answers from APS through DRs in the rate review docket to the following questions:

- How many residential customers (#) did not choose their own new rate schedules by May 1, 2018, and instead, were migrated to their "most-like" new rate schedules by APS?
- Among those customers, how many of them had been migrated to the "most economical" rate schedules according to APS's recommendation (meaning the "most economical" was also the "most-like")?
- Among those customers whose "most-like" new rate schedule is not their "most economical" rate schedule, how many of them whose "most economical" rate schedule would be time-of-use rate schedules; and how many of them whose "most economical" rate schedule would be demand rate schedules?

Do you have this information from the questions that you asked APS? If so, can you briefly summarize what you believe are the answers to these questions so we can have them for the Tuesday Open Meeting?

The links to the amendments/proposed order in the complaint case are below.

Proposed Order

<https://docket.images.azcc.gov/0000197189.pdf?i=1558115270537>

Commissioner Burns

<https://docket.images.azcc.gov/0000197845.pdf?i=1558115270537>

<https://docket.images.azcc.gov/0000197846.pdf?i=1558115270537>

<https://docket.images.azcc.gov/0000197847.pdf?i=1558115270537>

<https://docket.images.azcc.gov/0000197848.pdf?i=1558115270537>

Commissioner Olson

<https://docket.images.azcc.gov/0000197985.pdf?i=1558115270537>

Commissioner Dunn

<https://docket.images.azcc.gov/0000198000.pdf?i=1558115270537>

Hearing

<https://docket.images.azcc.gov/0000197448.pdf?i=1558115270537>

From: Ranelle Paladino
To: Barbara Keene; Yue "Nick" Liu; Robyn Poole; Maureen Scott; James Armstrong; Elijah Abinah
Cc: Candrea Allen; Wesley Van Cleve
Subject: FW: APS DR answers
Date: Monday, May 20, 2019 2:05:23 PM
Attachments: image001.png
APS Response to Staff 9-19-0003 051619.pdf

This is the response from Overland regarding the transition of customers.

Ranelle S. Paladino

Chief, Telecom and Energy – Utilities Division

Arizona Corporation Commission

1200 W. Washington Street

Phoenix, Arizona 85007

(602) 364-0347

rpaladino@azcc.gov

www.azcc.gov



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From: Nick Nocita <nnocita@overlandconsulting.com>

Sent: Monday, May 20, 2019 1:58 PM

To: Howard Lubow <hlubow@overlandconsulting.com>; Ranelle Paladino <RPaladino@azcc.gov>

Cc: Candrea Allen <CALLen@azcc.gov>

Subject: RE: APS DR answers

Good afternoon, Ranelle.

We did not receive detailed information regarding the transition of customers to "most-like" and "most-economical" plans, except for the high-level data provided in response to Staff DR 9.1 (attached). We've included this information in our report.

Thanks,

Nick Nocita

Overland Consulting

11551 Ash Street, Suite 215

Leawood, KS 66211

Phone: 913-599-1770

Cell: 913-948-3501

Fax: 913-495-9909

From: Ranelle Paladino [<mailto:RPaladino@azcc.gov>]

Sent: Friday, May 17, 2019 4:16 PM

To: Howard Lubow

Cc: Candrea Allen

Subject: APS DR answers

Candrea Allen

From: Al Amezcua

Sent: Thursday, April 04, 2019 10:14 AM

To: Candrea Allen <CAllen@azcc.gov>

Cc: Ranelle Paladino <RPaladino@azcc.gov>; Connie Walczak <CWalczak@azcc.gov>

Subject: Consumer Services Complaint Codes

Candrea,

Per our phone conversation is the list of complaint codes / sub categories. Take a look and let me know which codes you would like for me to run my APS reports for. Any questions feel free to contact me directly.

APS

Total number of complaints, inquiries and opinion from 1/1/2018 to 12/31/2018.

Complaints 1024

Inquiries 363

Opinions 282

Total 1669

Thank you,

Alfonso Amezcua

Public Utilities Consumer Analyst II

Arizona Corporation Commission

1200 W Washington Street

Phoenix, Arizona 85007

(602) 542-0842 (office)

Aamezcua@azcc.gov

www.azcc.gov

James Armstrong

From: Connie Walczak
Sent: Thursday, January 10, 2019 3:08 PM
To: Briton Baxter
Cc: James Armstrong
Subject: Annual Report Project

Hi Brit,

I was able to meet and discuss the above project with my Staff today. We discussed what sections of the A/R we felt were necessary or unnecessary. We found the one you and I discussed earlier this week, Utility Shutoffs/Disconnects, was the one page that we would not utilize. We also discussed the addition you were going to include in the A/R that would tie into the rules regarding deposit, specifically R14-2-403.B.7.a.

At P&R on Tuesday, Teresa had recommended that Consumer Services might consider issuing a Standard DR that would request a number of things including the number of disconnects during the test year (this would resolve a ty issue that contained two years). We thought that was a great idea and we have begun to work on creating the document.

Thanks for bringing this project to our attention, appears it has resolved a number of issues for us!

Connie

From: Connie Walczak
To: Al Amezcua; Deborah Reagan; Jenny Gomez; Michael Buck; Roxanne Best; Trish Meeter
Subject: APS Rate Review -19-0003
Date: Tuesday, February 26, 2019 1:42:42 PM
Attachments: image002.png

FYI

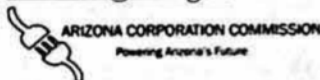
Any opinions or calls regarding APS rates (high rates and new service plans) should be docketed in the January 9th E-01345A-19-0003 Rate Review Case and not the Stacey Champion 18-0002 or the closed rate case 16-0036.

NOTE: The docket position (for/against/neutral) Should be **FOR** which means the customer is agreeing to the opening of an APS rate review. Even though their comments might be negative.

Connie Walczak

Manager Consumer Services

Arizona Corporation Commission
1200 W. Washington Street
Phoenix, Arizona 85007
(602) 542-0291 (office)
cwalczak@azcc.gov



Renee De La Fuente

From: Renee De La Fuente
Sent: Friday, April 12, 2019 7:29 AM
To: Elizabeth.Lawrence@aps.com
Cc: Briton Baxter
Subject: RE: APS Utility Annual Report

Good morning Elizabeth,

Yes I can give you the 30 days extension. If you will need longer than that, please let me know and we will work something out.

You can contact Brit Baxter. He can be reached at 602-542-7195 or via email at bbaxter@azcc.gov.

Have a wonderfully blessed day!

Renee de la Fuente

Administrative Support Specialist
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Phoenix, AZ 85007
(602) 364-0706 (office)
rdela Fuente@azcc.gov
www.azcc.gov



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From: Elizabeth.Lawrence@aps.com <Elizabeth.Lawrence@aps.com>
Sent: Thursday, April 11, 2019 4:47 PM
To: Renee De La Fuente <RDeLaFuente@azcc.gov>
Cc: Kerri.Carnes@aps.com
Subject: APS Utility Annual Report

Hi Renee,

I am reaching out in regards to the APS Utility Annual Report due to be filed on Monday, April 15th. We would like the additional 30 days to file, and, if possible, are hoping to discuss the changes in the form to ensure we are providing the necessary information. Do you have a recommendation for who we should connect with to discuss the changes in the form?

Thank you!
Elizabeth



Elizabeth Forhan Lawrence
Regulatory Analyst, State Regulation
400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9712
Tel 602 250 3784

From: Elisa.Malagon@aps.com
To: [Valorie Carrico](#)
Subject: APS and TEP Meeting Request RE: ACC's New Format for the ACC's Utility Annual Report.
Date: Monday, April 29, 2019 1:33:23 PM

Hi Valorie,

This note is a follow up to an earlier voicemail to schedule an hour on Friday, May 3rd. The topic is the new format for the ACC's Annual Utility Report. Both APS and TEP would like to meet with your subject matter experts to ask a few questions about the new format.

Kerri Carnes would like to bring Jay La Benz, APS's Assistant Controller, with her. Monica Morales with TEP would plan to have one or two of TEP's accountants participate (either in person or via phone).

We aren't sure who should be in the meeting for Staff. Our questions are primarily related to how the new format conforms, or is related to the FERC's Uniform System of Accounts. If it's helpful, Renee de la Fuente suggested Brit Baxter may be a good resource on this topic for Staff.

Would you be able make time for us during one of the following blocks of time on the 3rd:

- 9:00 to 10:00 a.m.
- 1:00 to 4:00 p.m.

Please let me know if you're able to make one of these times work.

Thank you!!

Lisa



Lisa Malagon
State Regulatory Relations Advisor
400 North 5th Street, M.S. 9712, Phoenix, AZ 85004
Tel 602 250-5671
Mobile 602 617-4968

--- NOTICE ---

From: Ranelle Paladino
To: Candrea Allen
Subject: RE: Project Status and Process
Date: Monday, April 15, 2019 12:09:00 PM
Attachments: image001.png

I would not respond unless specifically asked a question. I bet Amanda will call Eli about this.

Ranelle S. Paladino

Chief, Telecom and Energy – Utilities Division
Arizona Corporation Commission
1200 W. Washington Street
Phoenix, Arizona 85007
(602) 364-0347
rpaladino@azcc.gov
www.azcc.gov



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From: Candrea Allen
Sent: Monday, April 15, 2019 10:55 AM
To: Ranelle Paladino <RPaladino@azcc.gov>
Subject: FW: Project Status and Process

FYI-Not sure how to respond.

Candrea Allen

From: Howard Lubow <hlubow@overlandconsulting.com>
Sent: Monday, April 15, 2019 10:38 AM
To: Kerri.carnes@aps.com
Cc: Candrea Allen <CAllen@azcc.gov>
Subject: Project Status and Process

Hi Kerri,

Bob Welchlin and I met with ACC Staff to discuss the project and procedural schedule. I mentioned our plan for APS to review of our draft report for factual accuracy and confidentiality identification. It is Staff's view that APS should not review the document before filing with the Commission, and that it file comments to the report about any concerns it may have. It is my understanding that Commission Staff will address confidentiality designations with APS after Overland files its confidential version. That is, I believe it is Staff's intent that the public version will be coordinated directly between Staff and APS.

Staff may wish to further clarify the above comments, as necessary.



Jordy Fuentes <jfuentes@azruco.gov>

Follow-up to today's APS customer issues meeting

Jordy Fuentes <JFuentes@azruco.gov>

Tue, Dec 19, 2017 at 8:52 AM

To: David Tenney <DTenney@azruco.gov>, "david.burzynski@aps.com" <david.burzynski@aps.com>, "elizabeth.mcfall@aps.com" <elizabeth.mcfall@aps.com>, "jeffrey.johnson@aps.com" <jeffrey.johnson@aps.com>, Diane Brown <dbrown@arizonapirg.org>, Barbara Keene <bkeene@azcc.gov>, Maureen Scott <msscott@azcc.gov>, Connie Walczak <cwalczak@azcc.gov>, "mendezs002@mail.maricopa.gov" <mendezs002@mail.maricopa.gov>, "czwick@azcaa.org" <czwick@azcaa.org>, "Gregory.Bernosky@aps.com" <Gregory.Bernosky@aps.com>

Hello all,

Specifically to Cynthia, Diane, and Sandra I am still trying to track down a specific customer's bill that shows a significant increase with reduced consumption. I tried to find contact information for Mr. Cumminskey, identified in Ryan's latest article as having this problem, but I have been unable to find it. This is the third time we have asked for specific examples, any help would be greatly appreciated.

Now to everyone, I think a serious discussion needs to be had, even if a hand full of these examples are produced. A small number of examples would not constitute a wide spread problem. Especially one that would require Commissioners to step in and fix the issue.

I would hope that all the members of this group are being very careful about the messaging that we are disseminating and sticking to the facts as they are. Over the weekend I saw a tweet from SWEEP talking specifically about this high bill situation. I know they were not in the meeting but they are close associates of many of ours. With the lack of concrete examples, this is starting to feel like some may be seizing an opportunity to ratchet up political pressure. Politicizing what may turn out to be a non-issue is both reckless and unfair to all of us.

One of the key messages that was delivered by many of you in our last meeting, is this concept of working together as partners. The partner relationship works in two directions. We all have an obligation to our customers to represent them as best as we can. This means working closely, and in good faith with our partners. In this spirit, I would like to keep this group focused on the task of solving real issues that effect the customers we all represent. If any of you see it differently, I would welcome a response back.

Greg, are you able to provide the group any feedback on internal discussions you may be having regarding take aways from our first meeting?

Cynthia, have you started to use the form to gain access to customer's information, so you can be more involved on customer issues when they arise?

I look forward to your response.

Thank you,
Jordy

----- Original message -----

From: Jordy Fuentes <JFuentes@azruco.gov>

Date: 12/12/17 7:55 PM (GMT-07:00)

To: David Tenney <DTenney@azruco.gov>, david.burzynski@aps.com, elizabeth.mcfall@aps.com, jeffrey.johnson@aps.com, Diane Brown <dbrown@arizonapirg.org>, Barbara Keene <bkeene@azcc.gov>, Maureen Scott <msscott@azcc.gov>, Connie Walczak <cwalczak@azcc.gov>, mendezs002@mail.maricopa.gov, "czwick@azcaa.org" <czwick@azcaa.org>, Gregory.Bernosky@aps.com
Subject: Follow-up to today's APS customer issues meeting

Hello all,

On behalf of Director Tenney, we want to thank you for your participation in the meeting today. I think Sandra said it best when she called the situation "a perfect storm." Improved communication between APS

and those on this email may have prevented some of the issues. However, that is water under the bridge at this point. Now it is critical that this group keep focused on developing solutions to the issues effecting customers.

As a quick recap, the majority of the identifiable issues today were mainly related to the balances accrued during the non-termination period of implementing the new billing system and shifts in the E-3 customer discount program from "self-certification" to "verification required."

In many ways, most of these issues are directly related to communication between APS and their partners in administering these programs. One solution discussed was developing a list of customers not eligible for payment plans because of the customers in-ability to meet prior payment plan obligations. This requires the customers to sign waivers allowing the partners to be able to gain access to the information. I believe more work is needed to develop a process for implementing this solution. Other proposed solutions for these issues are welcomed.

There were a few issues identified that were directly related to the rate case. These included the letters sent to solar customers about changing bills, customers bills significantly increasing even though consumption decreased, and the idea that APS is transitioning customers to rates most beneficial to APS. Clearly, sending notices to solar customers was in error and APS immediately acknowledge this.

The issue related to a customer's bill increasing even though they reduced their consumption is still not clearly identified. We had asked that specific examples be brought to the meeting, but none were presented. As of yet, I have not seen a customer who fits into this category and as APS stated today they are unaware of any specific cases. If you have examples please respond back to this group so we can investigate further.

Concerning the issue of customers being transitioned to rate plans most beneficial to APS, as discussed, it is important to understand the language of the settlement and what communications are being made to customers. As APS stated, there are currently nearly 90,000 customers on the new rates. This is a mixture of new customers and customers who have voluntarily selected a new rate. No customers have been involuntarily transitioned. The language of the settlement calls for customers who do not self-select by late spring, to be transitioned to a rate 'most like the one they are on' currently. Direct mailers, being sent out currently, are notifying customers of the rate 'most like the one they are on' and the rate, based on historical usage, that is most beneficial to the customer. With this information, I believe any narrative that something nefarious is happening is untrue and unfair.

With that said, I think the continued monitoring of the transition, by this group, is prudent. Hopefully, this group can be counted on to work together to discuss issues that arise and to develop real solutions for them. In this spirit, we would like to schedule a follow up meeting on January 23rd, at 10am to discuss the status of the issues. In the mean time, please feel free to communicate to the group using the emails listed, both to identify issues, as well as to discuss solutions. If you have any questions, please don't hesitate to reach out. My direct line is 602-364-4840 if you would like to contact me directly.

Thank you,
Jordy Fuentes

From: ConsAdv@apsc.com
Date: October 18, 2019 at 4:34:26 PM MST
To: sc@champion-pr.com
Subject: RE: APS

Dear Ms. Champion:

I appreciate your patience in awaiting my response.

I would like to take the opportunity to explain what interval data is. Interval energy data is a record of energy consumption recorded by the meter at regular intervals throughout the day. Therefore, interval data is available actual data. Billed data is based on registered reads obtained from the meter once a month when the monthly meter reading is performed.

APS's third party vendor uses interval data to perform rate plan comparisons because prior to the current time-of-use rate plans which all have on-peak hours of 3pm to 8pm Monday through Friday, there were various time-of-use rate plans with different on-peak hours.

By the end of the year, APS will perform rate plan comparisons internally and they will be calculated based on billed data. The rate plan comparison tool available on the APS website will reflect this change.

Best Regards,

Elizabeth McFall
Consumer Advocate Sr.
400 North 5th Street, Phoenix, AZ 85004-3902
Tel 602 250 2280
ConsAdv@apsc.com aps.com



From: Stacey Champion <sc@champion-pr.com>
Sent: Thursday, October 10, 2019 2:14 PM
To: Consumer Advocate, (ConsAdv) <ConsAdv@apsc.com>
Subject: Re: APS

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Elizabeth,

Why isn't APS, or the third party vendor (and who is the 3rd party vendor by the way) using ACTUAL data? Isn't the purpose of smart meters is to have real-time data that can then be used to both analyze as well as inform customers in a meaningful way? And this is a question directly for you/APS.

Kindest Regards,



Stacey Champion *Mistress of Publicity, Champion PR + Consulting*

Tel: [602.788.0033](tel:602.788.0033)
sc@champion-pr.com
Twitter: @ChampPR

[2828 N. Central Ave. 10th Floor](#)
[Phoenix, AZ 85004](#)

On Oct 10, 2019, at 11:05 PM, <ConsAdv@apsc.com> <ConsAdv@apsc.com> wrote:

Dear Ms. Champion,

Thank you for your email. To clarify, APS is in the process of gathering this additional information from our third party vendor. Once this information is provided to APS, an update will then be sent to you regarding your additional questions.

Thank you,

Traci L. Dean | Consumer Advocate
Arizona Public Service | 400 N. 5th Street, MS 9774, Phoenix, AZ 85004
O 602.250.2280 | F 602.250.4737 | Traci.Dean@aps.com
<image001.jpg>

From: Stacey Champion <sc@champion-pr.com>
Sent: Wednesday, October 09, 2019 5:44 PM
To: Consumer Advocate, (ConsAdv) <ConsAdv@apsc.com>
Subject: Re: APS

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Elizabeth,

Is there no one other than you who can answer these questions?

Kindest Regards,



Stacey Champion *Mistress of Publicity, Champion PR + Consulting*

Tel: [602.788.0033](tel:602.788.0033)

sc@champion-pr.com

Twitter: @ChampPR

[2828 N. Central Ave. 10th Floor](#)
[Phoenix, AZ 85004](#)

On Oct 10, 2019, at 2:21 AM, <ConsAdv@apsc.com> <ConsAdv@apsc.com> wrote:

Dear Ms. Champion:

I will be happy to answer your questions listed in your email below upon my return to the office next week.

Best Regards,

Elizabeth McFall

Consumer Advocate Sr.

400 North 5th Street, Phoenix, AZ 85004-3902

Tel 602 250 2280

ConsAdv@apsc.com aps.com

<image001.jpg>

From: Stacey Champion <sc@champion-pr.com>

Sent: Tuesday, October 08, 2019 1:30 PM

To: Consumer Advocate, (ConsAdv) <ConsAdv@apsc.com>

Subject: Re: APS

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Hi Elizabeth,

Thanks for that info, but yes, I have more questions given your response.

Is APS or your outside vendor responsible for the information provided to us customers?

You say "interval data is used and not billed energy data" as the reason for the variations. Is APS saying the interval data collected from the meter is not the basis for the billed energy data? If APS has actual data, why wouldn't you/APS/outside contractor just use actual data so the "variation" factor would be minimized? What am I missing here?

Thanks in advance.

Kindest Regards,



Stacey Champion *Mistress of Publicity, Champion PR + Consulting*

Tel: [602.788.0033](tel:602.788.0033)
sc@champion-pr.com
Twitter: @ChampPR

[2828 N. Central Ave. 10th Floor](#)
[Phoenix, AZ 85004](#)

On Oct 8, 2019, at 12:03 AM, <ConsAdv@apsc.com> <ConsAdv@apsc.com> wrote:

Dear Ms. Champion:

The energy usage parameters used by APS's third-party vendor to perform rate plan comparisons are based on available interval data collected from the meter at the customer premises listed on the account. Because interval data is used and not billed energy data, there can be slight variations between the two. The rate plan comparisons calculated by our third-party vendor provide customers accurate representations of customers most economical rate plans based on the available data.

In an effort to assist you and answer the second question in your email below, APS internally performed a manual rate plan comparison based on your billed energy data from July 2018 through September 2019. This comparison confirmed that the Saver Choice Max rate plan is your most economical rate. The table below illustrates the monthly breakdown of your billed energy data and compares your current rate plan, Saver Choice, to the other available rate plans. The foregoing is consistent with the communications we have provided to you on this topic since March 2018 as the Saver Choice Max rate plan continues to be your best rate plan.

APS Internal Rate Plan Comparison

Month	Billing Days	Total kWh	On-Peak kWh	Off-Peak kWh	kW	Super Off-Peak kWh	
Jul-18	33	1682	245	1437	4.3	N/A	
Aug-18	29	1698	253	1445	5.4	N/A	
Sep-18	30	1527	219	1308	5.4	N/A	
Oct-18	29	1128	158	970	5.0	N/A	
Nov-18	33	736	52	643	1.7	41	
Dec-18	29	557	42	485	1.2	30	
Jan-19	33	599	41	530	1.2	28	
Feb-19	29	588	44	509	1.1	35	
Mar-19	28	512	35	451	1.4	26	
Apr-19	30	452	31	399	1.6	22	
May-19	31	594	42	552	2.7	N/A	
Jun-19	30	973	137	836	3.4	N/A	
Jul-19	33	1849	284	1565	4.8	N/A	
Aug-19	29	1843	319	1524	4.8	N/A	
Sep-19	32	1875	351	1524	7.0	N/A	
Total							

To the extent you have questions regarding the information provided here, please feel free to contact me.

Best Regards,

Elizabeth McFall

Consumer Advocate Sr.
400 North 5th Street, Phoenix, AZ 85004-3902
Tel 602 250 2280

ConsAdv@apsc.com aps.com

<image001.jpg>

From: Consumer Advocate, (ConsAdv)
Sent: Friday, October 04, 2019 4:35 PM
To: 'Stacey Champion' <sc@champion-pr.com>
Subject: RE: APS

Dear Ms. Champion,

APS is currently working on your request below and will have a response available next week.

In the meantime, please do not hesitate to let me know if you have any additional questions.

Best Regards,

Elizabeth McFall

Consumer Advocate Sr.
400 North 5th Street, Phoenix, AZ 85004-3902
Tel 602 250 2280
ConsAdv@apsc.com aps.com
<image001.jpg>

From: Stacey Champion <sc@champion-pr.com>
Sent: Saturday, September 28, 2019 3:00 PM
To: Consumer Advocate, (ConsAdv) <ConsAdv@apsc.com>
Subject: Re: APS

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Elizabeth,

Thank you for sending the usage information.

I had thought that the rate comparison would be based on my actual monthly usage that would also match my actual bills (except for demand KW that would be in the hourly usage). Please let me know if I am mistaken but when I compare the usage parameters you have sent below with the actual bills, they don't match. And these are not rounding errors. I will just give one month as an example:

This is what you provided for **December 2018 usage**:
<image002.png>

When I compare it to my **actual December 2018 bill** below, I find the following:

Billing Days = 29 (matches)
Total KWH = 557 (you show 450)
On-Peak KWH = 42 (you show 36)
Super-Off-Peak = 30 (you show 25)
Off-Peak KWH = 485 (excluding super-off-peak as shown on the bill, you show 389)
Demand KW = 1.5 (not on the bill -- based on my download of hourly data, but you show 1.2)

<image003.png>

I would like to ask you the following:

- 1) Am I misinterpreting or missing anything?
- 2) Did anyone compare the usage you sent against the actual monthly bills? If so, what did they find?

3) If, in fact, there is a wide discrepancy in usage in the rate comparison vs. actual monthly bills, why should I (or anyone else) believe the results of the rate comparison?

Kindest Regards,

Stacey Champion, Owner
Champion PR + Consulting
3101 N. Central Ave., Suite 174
Phoenix, AZ 85012
c. 602-788-0033
e. sc@champion-pr.com
w. www.champion-pr.com
Twitter: @ChampPR

On Sep 27, 2019, at 5:28 PM, <ConsAdv@apsc.com> <ConsAdv@apsc.com> wrote:

Dear Ms. Champion,

I greatly appreciate your patience in receiving the information requested.

The table below illustrates the parameters used by APS's third party vendor to calculate the cost difference between rate plans. These parameters were obtained by the interval data collected from the meter providing service to your residence.

Month	Billing Days	Total kWh	On-Peak kWh	Off-Peak kWh	kW	Super Off-Peak kWh
Jul-18	33	1672	237	1435	4.3	N/A
Aug-18	29	1701	259	1442	5.4	N/A
Sep-18	30	1528	217	1311	4.9	N/A
Oct-18	29	1112	153	959	5.0	N/A
Nov-18	33	728	49	679	1.8	38
Dec-18	29	450	36	414	1.2	25
Jan-19	33	609	42	567	1.2	30
Feb-19	29	555	39	516	1.5	35
Mar-19	28	448	31	417	1.3	28
Apr-19	30	399	23	376	1.3	22
May-19	31	605	39	566	2.7	N/A
Jun-19	30	1007	155	852	4.0	N/A
Jul-19	33	1871	290	1581	4.8	N/A
Aug-19	29	1816	316	1500	4.7	N/A

It is important to note that Super Off-Peak is a billing component on the Saver Choice rate plan during winter billing cycles only (November – April). Therefore, the Super Off-Peak data is reflected on the table in November through April months.

I would also like to take this opportunity to confirm that billing adjusters are based on energy usage and are factored into the rate plan comparisons.

Please let me know if you have any additional questions.

Best Regards,

Elizabeth McFall

Consumer Advocate Sr.
400 North 5th Street, Phoenix, AZ 85004-3902
Tel 602 250 2280
ConsAdv@apsc.com aps.com
<image001.jpg>

From: Consumer Advocate, (ConsAdv)
Sent: Wednesday, September 25, 2019 4:29 PM
To: 'Stacey Champion' <sc@champion-pr.com>
Subject: FW: APS

Dear Ms. Champion,

I wanted to check in with you to let you know we are still working on your request. I am confident the information will be available tomorrow but wanted to touch base with you as it is taking longer than expected.

Please feel free to let me know if you have any further questions at this time.

Best Regards,

Elizabeth McFall

Consumer Advocate Sr.
400 North 5th Street, Phoenix, AZ 85004-3902
Tel 602 250 2280
ConsAdv@apsc.com aps.com
<image001.jpg>

From: Consumer Advocate, (ConsAdv)
Sent: Friday, September 20, 2019 4:00 PM
To: 'Stacey Champion' <sc@champion-pr.com>
Subject: RE: APS

Dear Ms. Champion,

I am happy to provide the September cost difference on the Saver Choice Max rate once that information is available.

I'm currently working on your request below and hope to have the information to you early next week. Have a great weekend.

Best Regards,

Elizabeth McFall

Consumer Advocate Sr.
400 North 5th Street, Phoenix, AZ 85004-3902
Tel 602 250 2280
ConsAdv@apsc.com aps.com
<image001.jpg>

From: Stacey Champion <sc@champion-pr.com>
Sent: Thursday, September 19, 2019 10:58 AM
To: Consumer Advocate, (ConsAdv) <ConsAdv@apsc.com>
Subject: Re: APS

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Thanks Elizabeth.

Curious about September as well.

Can you also please provide the usage parameters (billing days, demand, on-peak KWH, off-peak KWH, super off-peak KWH) by month for July 2018 - August 2019 that were used in this rate plan comparison?

Kindest Regards,

Stacey Champion, Owner
Champion PR + Consulting
3101 N. Central Ave., Suite 174
Phoenix, AZ 85012
c. 602-788-0033
e. sc@champion-pr.com
w. www.champion-pr.com
Twitter: @ChampPR

On Sep 19, 2019, at 8:36 AM, <ConsAdv@apsc.com> <ConsAdv@apsc.com> wrote:

Dear Ms. Champion,

The cost difference on the Saver Choice Max rate plan in July and August 2019 are as follows:

Jul 2019 - \$57.41 Decrease
Aug 2019 - \$58.88 Decrease

Your September 2019 rate plan comparison is not yet available.

I hope you find this information helpful and please let me know if you need anything further.

Best Regards,

Elizabeth McFall

Consumer Advocate Sr.
400 North 5th Street, Phoenix, AZ 85004-3902

Tel 602 250 2280

ConsAdv@apsc.com aps.com

<image001.jpg>

From: Stacey Champion <sc@champion-pr.com>

Sent: Wednesday, September 18, 2019 7:23 AM

To: Consumer Advocate, (ConsAdv) <ConsAdv@apsc.com>

Subject: Re: APS

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Thank you, Elizabeth.

Can you please let me know what July, August (& September if available) of 2019 would be as well with regard to increase/decrease?

Kindest Regards,

Stacey Champion, Owner
Champion PR + Consulting
3101 N. Central Ave., Suite 174
Phoenix, AZ 85012
c. 602-788-0033
e. sc@champion-pr.com
w. www.champion-pr.com
Twitter: @ChampPR

On Sep 18, 2019, at 7:04 AM, <ConsAdv@apsc.com> <ConsAdv@apsc.com> wrote:

Dear Ms. Champion,

I appreciate your patience in awaiting this email.

Listed below is a monthly breakdown of the estimated cost difference between your current rate plan, Saver Choice, and your recommended rate plan, Saver Choice Max. This rate plan comparison was calculated based on your actual energy usage, including demand, from July 2018 through June 2019.

Cost difference on Saver Choice Max:

Jul 2018 – \$49.26 Decrease
Aug 2018 – \$31.25 Decrease
Sep 2018 – \$25.41 Decrease
Oct 2018 – \$11.31 Increase
Nov 2018 – \$24.69 Decrease
Dec 2018 – \$14.58 Decrease
Jan 2019 – \$25.33 Decrease
Feb 2019 – \$16.72 Decrease
Mar 2019 – \$12.06 Decrease
Apr 2019 – \$8.43 Decrease
May 2019 – \$10.60 Increase
Jun 2019 – \$2.26 Decrease

Total Savings = \$188.08

This cost estimate does not assume or reflect any changes you might make to reduce your energy use and demand during the on-peak hours which are from 3pm-8pm on weekdays. Shifting your weekday energy usage before 3pm or after 8pm can help further reduce your demand and increase your savings on the Saver Choice Max rate plan. You can obtain additional cost saving tips and tools by visiting aps.com/save.

Additionally, you can perform an updated rate plan comparison based on new billing information by logging into your registered account on aps.com.

Please let me know if you have any further questions.

Best Regards,

Elizabeth McFall

Consumer Advocate Sr.
400 North 5th Street, Phoenix, AZ 85004-3902
Tel 602 250 2280
ConsAdv@apsc.com aps.com
<image001.jpg>

From: Consumer Advocate, (ConsAdv) <ConsAdv@apsc.com>
Sent: Friday, September 13, 2019 4:30 PM
To: stacechamp@gmail.com
Subject: APS

Good Afternoon Ms. Champion,

This email is a follow up to our telephone conversation yesterday regarding the recent letter you received from APS which advised you of the recommended best rate of Saver Choice Max based on your usage.

You requested that APS provide you with a monthly breakdown of this yearly savings. We are working on your request and hope to have this to you by early next week.

I will be out of the office next week however, my colleague Elizabeth, will contact you once this information is available. I appreciate your patience in this matter.

Thank you,

Traci L. Dean | Consumer Advocate

Arizona Public Service | 400 N. 5th Street, MS 9774, Phoenix, AZ 85004

O 602.250.2280 | F 602.250.4737 | Traci.Dean@aps.com

<image002.jpg>

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